QA Audit W27

📅 **date of audit:** 3.07.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 2.07.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding a return.

Outcome: The agent updated the system to pause the invoice and informed the customer that they would give the merchant three weeks to register the return before escalating the issue. The customer expressed some frustration but was satisfied with the information provided.

⬆️ **Positive notes:**

Polite, explained the process in a good way, super to double check that the customer has the correct email address so they can receive updates in time from us!

1) **Compliance:**

Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ❗ - Did not follow the Identification routine correctly

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

Identification:

Very good to identify the customer. Please keep in mind that since you had the store name you only needed two more ID points. Just asking for full name and PNO would have been enough.

✅/❗ ***Audit passed or failed:***

Not Passed